iServe Nebraska Portal – Username and Password Rules

HOW TO PROVIDE A VALID USERNAME AND PASSWORD

Description: When assisting clients with their account, there is often confusion related to valid username and password conditions. This quick guide provides guidance on how to create a valid username and password for both ACCESSNebraska and the iServe Nebraska Portal.

PASSWORD CRITERIA	
Step #	**Procedure**
1.	Enter a username or email address for your account, click the **Captcha checkbox**, and then click the **Continue** button.

Note:	Username Criteria:
	 Your new username must conform to specific restrictions:
	 1. Your username can be your email
	 2. Your username cannot contain an "@" symbol **if it is not an email**
	 3. Your username can start with any character other than "@"
	 4. Your username cannot already be used by another account
	 5. Your username can contain at least two characters of the following type:
	     a. Letters
	     b. Numbers
	     c. The following special characters or symbols: '@', '-', '_', '.', '#', '$', and '%'
	
	 Usernames are not case sensative so when the system searches to ensure the username is not already in use it does not consider case and will not allow TESTBB and testbb to both exist.

2.	Enter a password for your account, then retype the password to confirm your entry.
	Create a Nebraska benefits accounts. With an account, you can save a draft of your application, view your current benefits, complete renewals and recertifications, and flag any household changes. Basically, your account gives you better access to your current and future benefits. Part 1 **Credentials** Username TestBB123 New Password [ ] Show password Confirm New Password [ ] Show password

Note:	Password Criteria:
	
	Your new password must conform to specific restrictions:
	
	6. Your password cannot contain the phrase 'huskers' or 'password' or 'Admin'
	7. The first character of your password cannot be numeric or a special character
	8. Characters within your password cannot be repeated more than once sequentially
	9. Your password is case sensitive, and must be between 12 and 64 characters
	10. Your password must contain the following:
	    a. at least one uppercase letter
	    b. at least one number
	    c. at least one special character
	
	All conditions must be met. For example: **"Testing@12345"** would pass (has a capital, has a lower case, has a special character, has a number, does not contain password/husker/admin, no sequentially repeating characters, starts with a letter, and length between 12-64 characters)